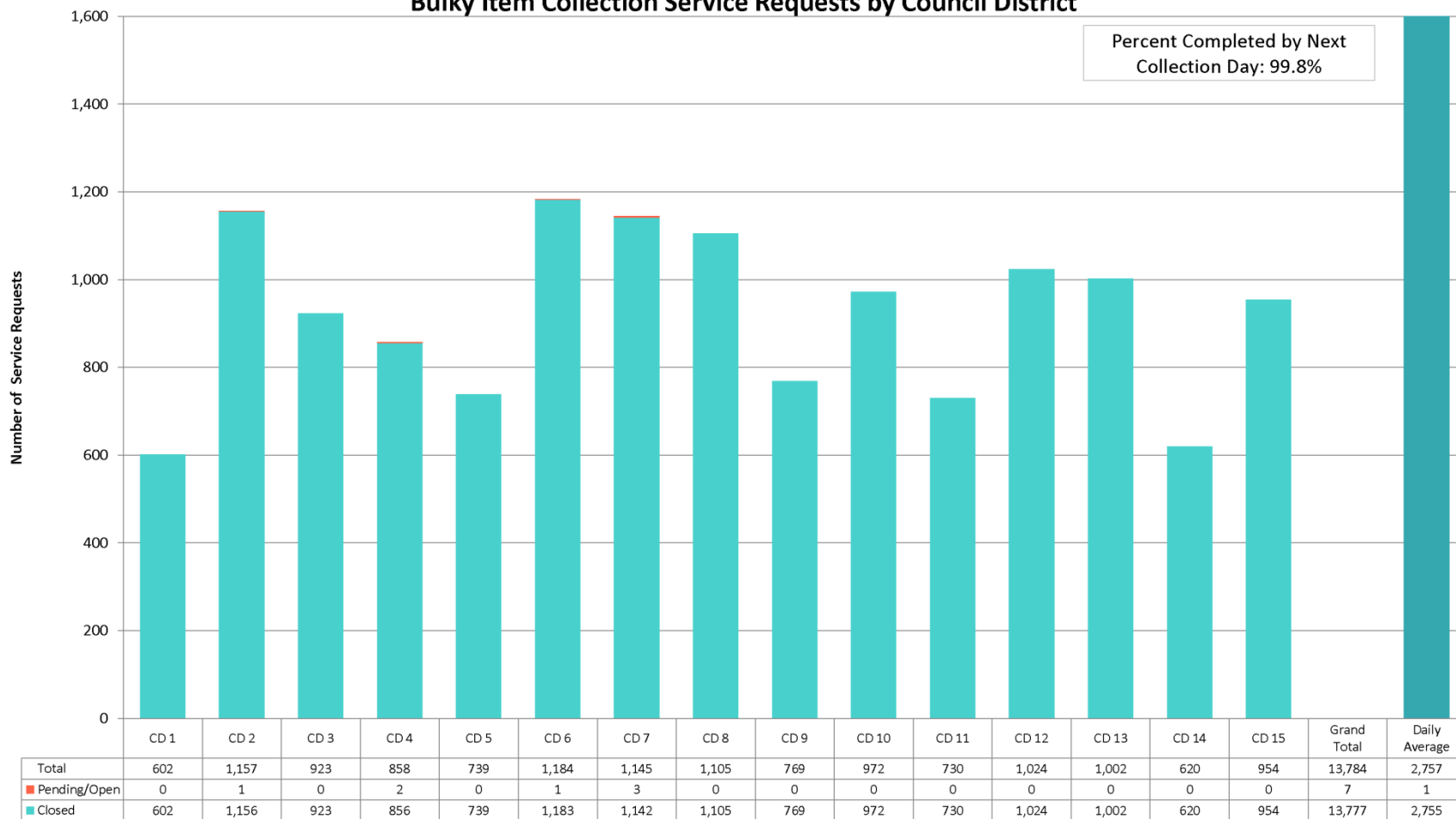


Weekly Snapshot April 12, 2020 - April 18, 2020: Bulky Item Collection Service Requests by Council District



Bulky Item Collection Service Requests by Council District March 2020 - Updated Monthly

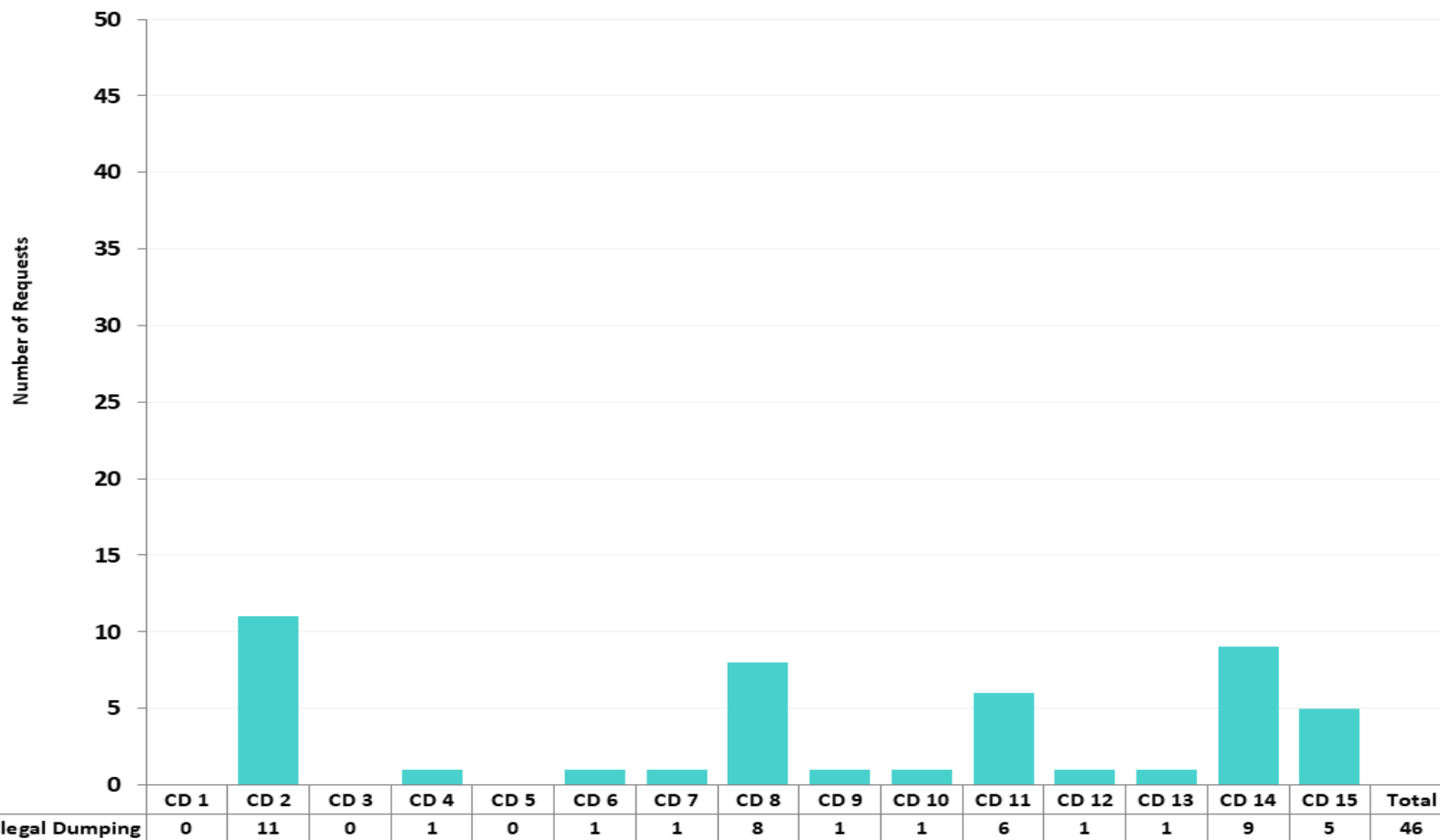
Percent Completed by Next
Collection Day: 99.3%



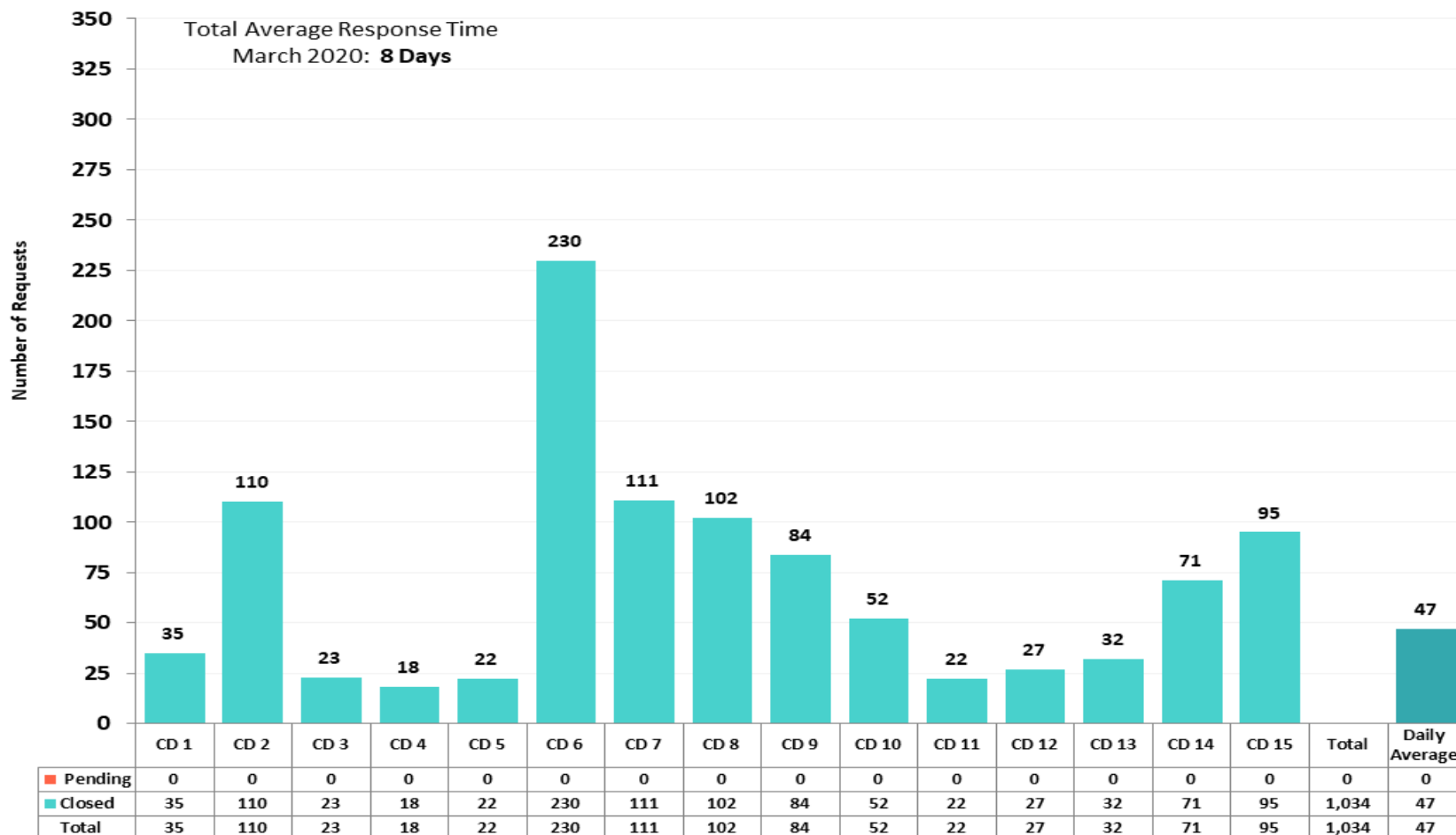
Bulky Item Collection Service Requests by Council District January 2020 - March 2020



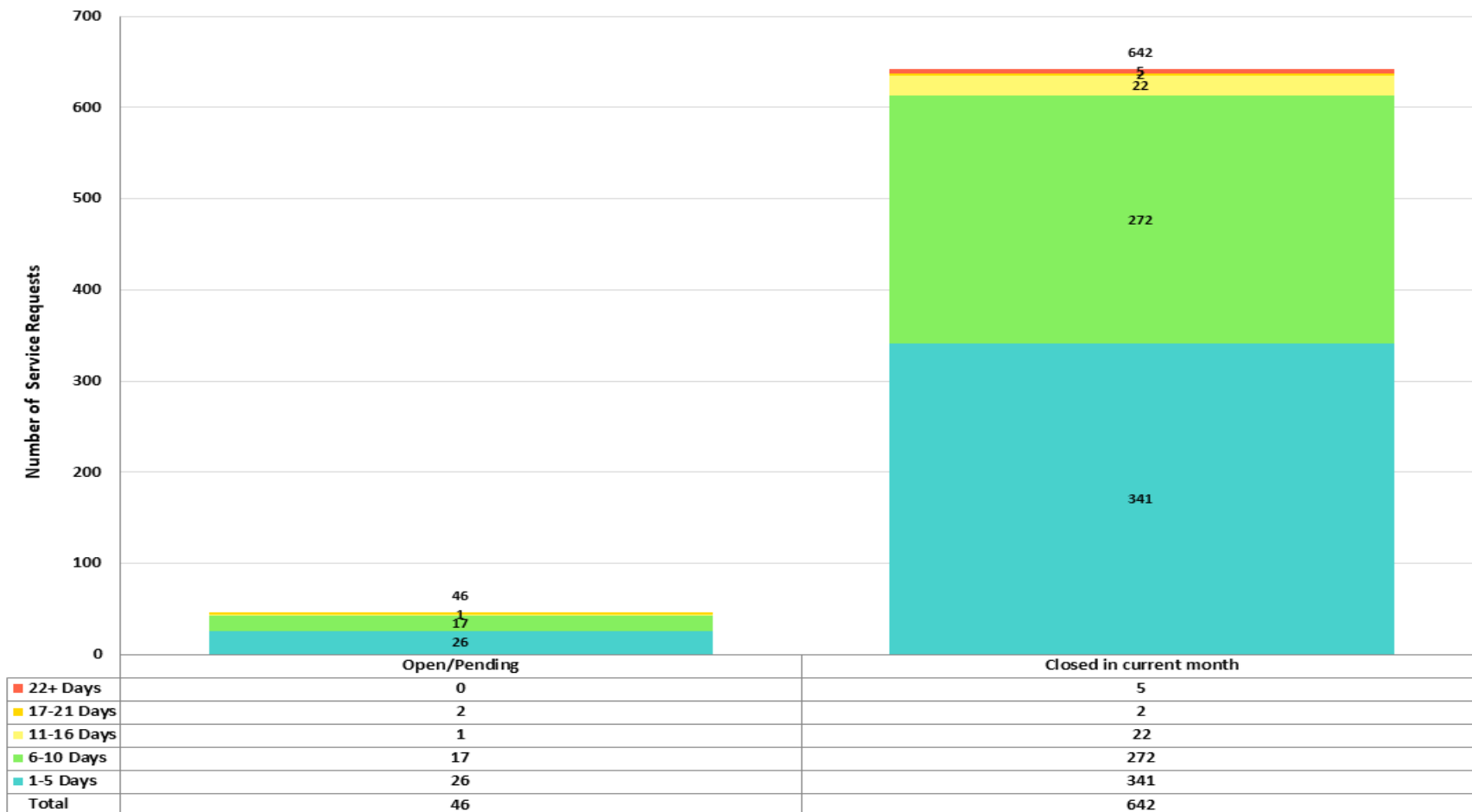
Weekly Snapshot 04/17/20: April CARE Open/Pending Illegal Dumping Service Requests by Council District



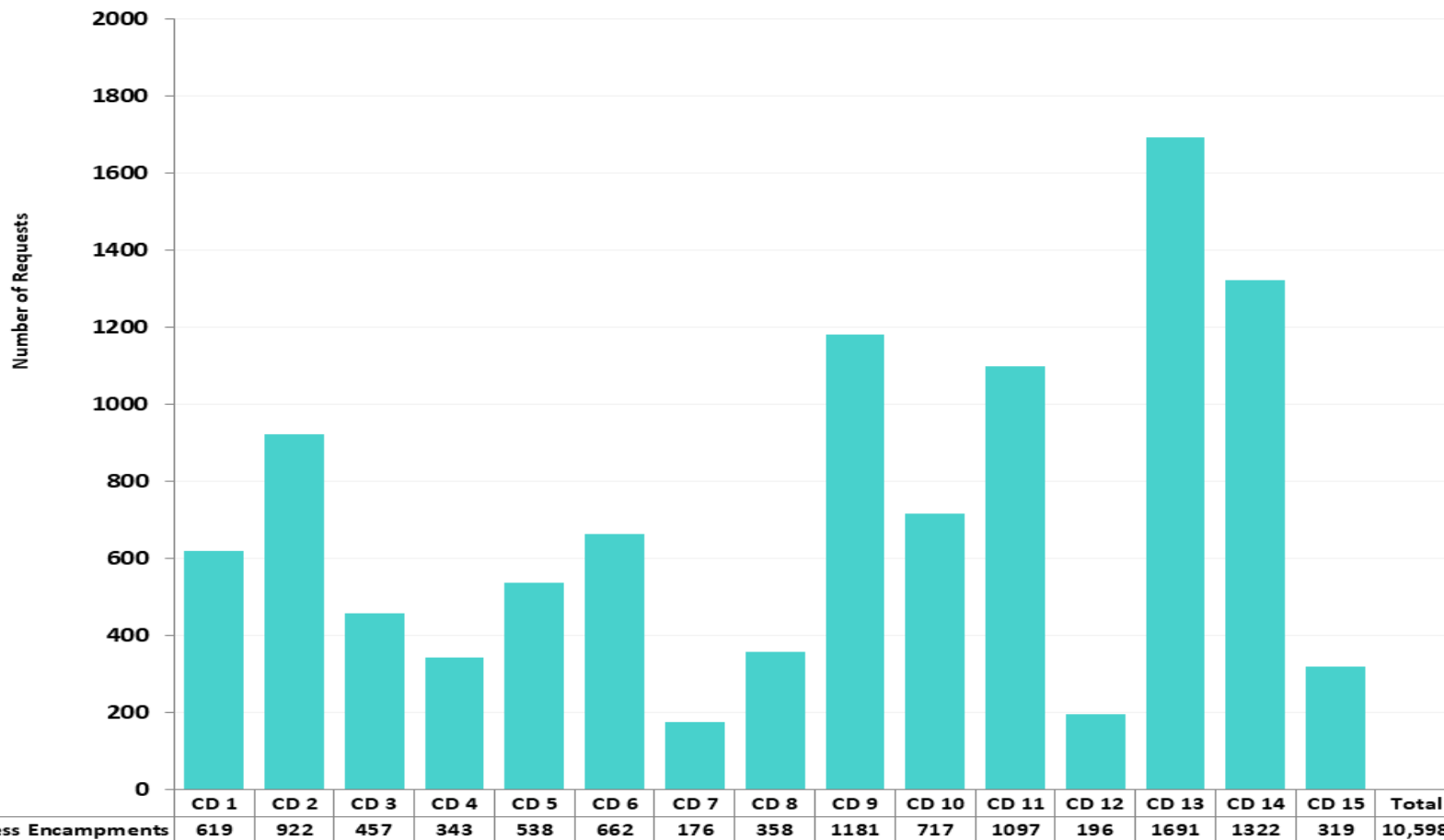
MYLA311: CARE Illegal Dumping Service Requests by Council District March 2020



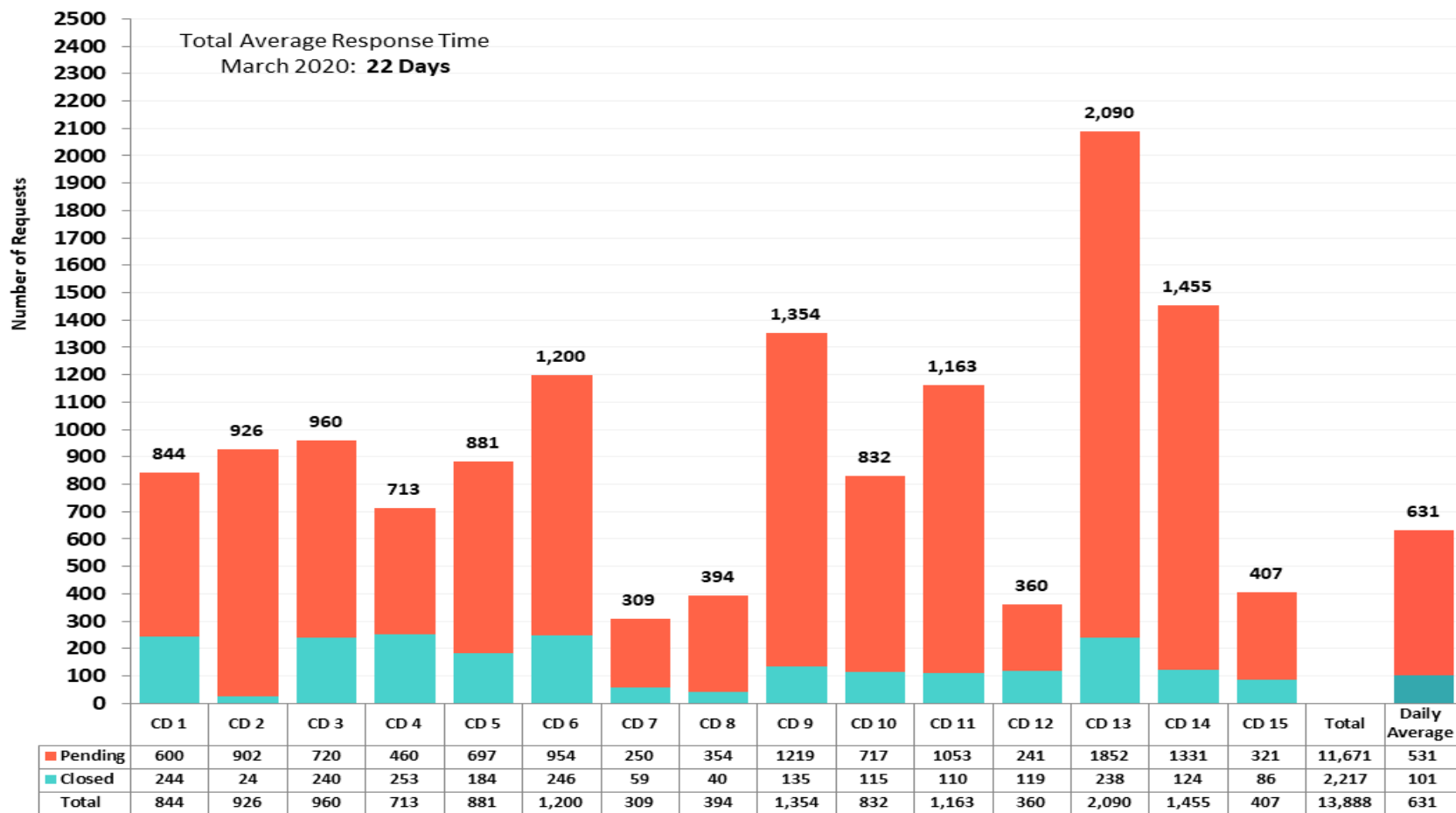
Weekly Snapshot 04/17/20: April CARE Illegal Dumping Service Request Ages Based on Ticket Creation Date



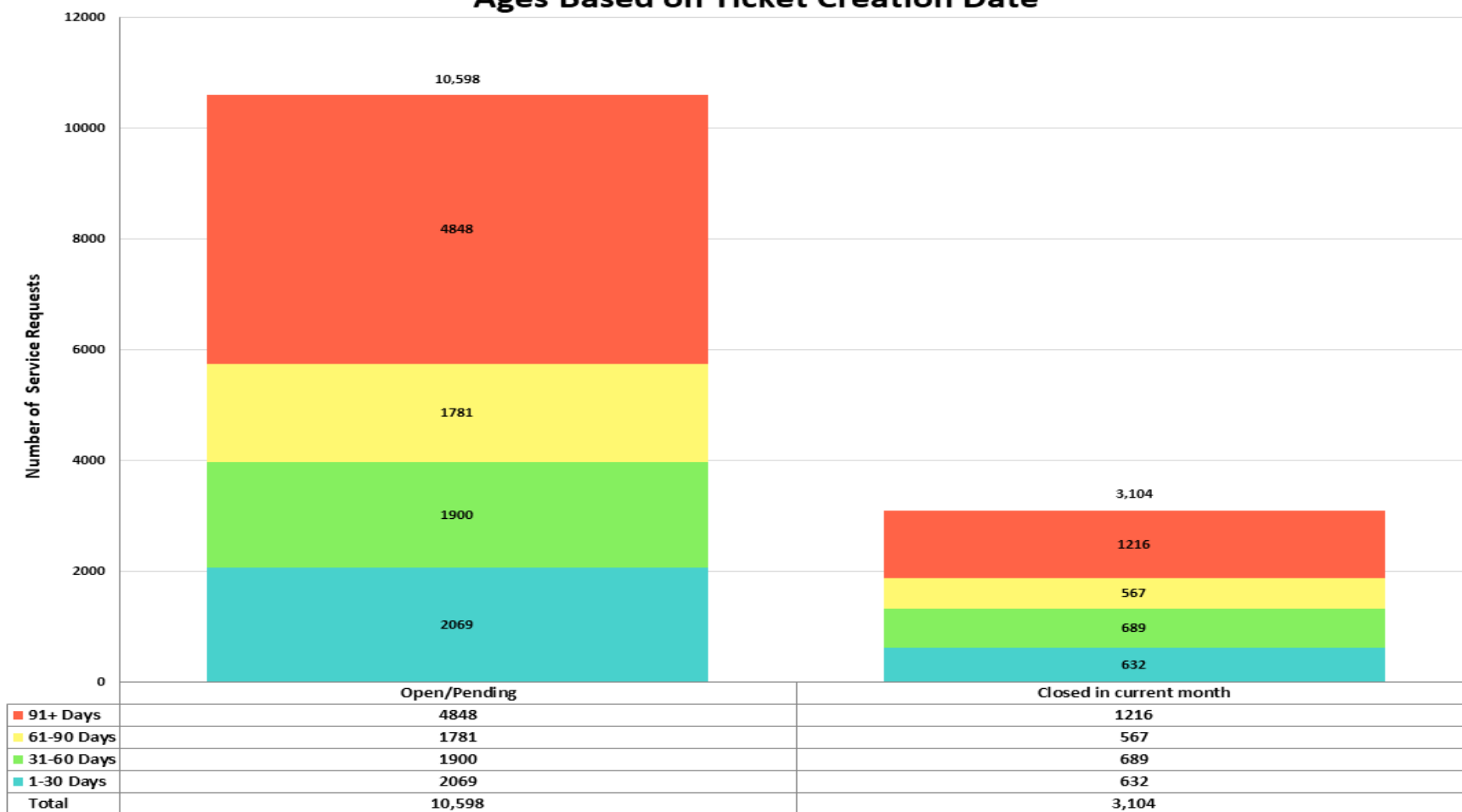
Weekly Snapshot 04/17/20: April CARE Open/Pending Homeless Encampment Service Requests by Council District

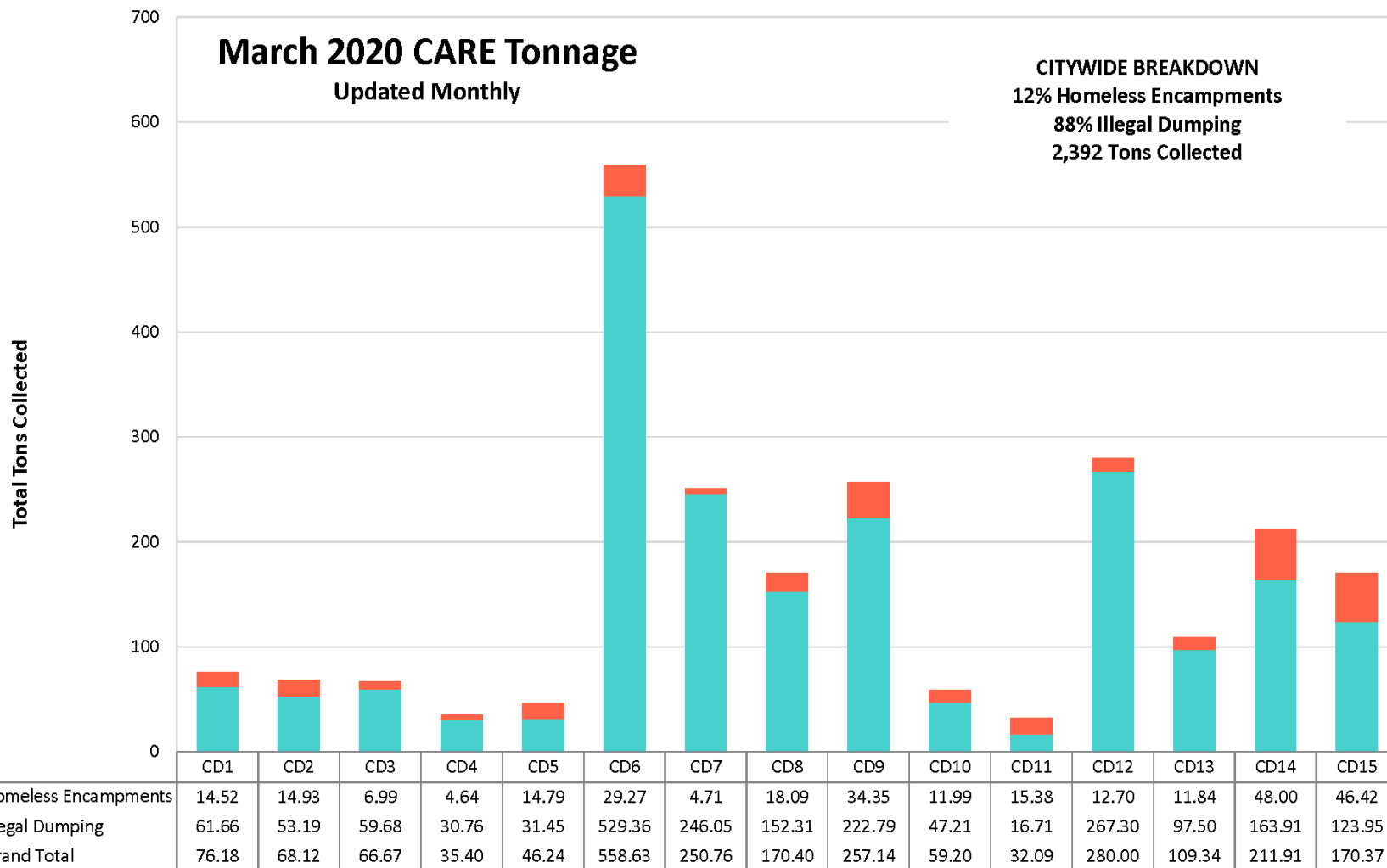


MYLA311: CARE Homeless Encampment Service Request by Council District March 2020



Weekly Snapshot 04/17/20: April CARE Homeless Encampment Service Request Ages Based on Ticket Creation Date





Customer Care Center Call Volume and Wait Times: July 29, 2019 to August 13, 2019



On Aug 14, LA Sanitation switched to a new Interactive Voice Response (phone) system. The calls are routed and answered by our agents. Data is unavailable after this date as we are still fine tuning our new system.